# OPTOMETRIC/OPHTHALMOLOGY ASSISTANT

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- 1- Exposed to the task
- 2- Accomplished task with help
- 3- Accomplished task to criteria
- 4- Able to teach task

# 1. Introduction to Optometric/Ophthalmology Assistant

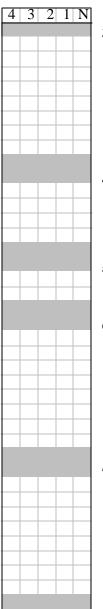
- 1.1 Identify the roles and responsibilities of team members
- 1.2 Identify the educational requirements and certifications of optometric/ophthalmology team members
- 1.3 Identify opportunities for employment in the optometric/ophthalmology fields
- 1.4 Identify and list the functions of the optometric/ophthalmology professional organizations(s)
- 1.5 Identify areas of employment for Optometric/Ophthalmology
  Assistants
- 1.6 Follow a chain of command

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- 1.7 Practice professional work habits
- 1.8 Comply with state regulations for the occupational area
- 1.9 Locate OSHA poster(s) and MSDS(s) in clinical site
- 1.10 Identify OSHA regulations that pertain to clinical site
- 1.11 Identify biohazard labels
- 1.12 Identify different departments in a optometric/ophthalmology clinical setting.
- 1.13 Identify tasks and procedures that are commonly performed in each department of the optometric/ophthalmology setting
- 1.14 Apply ethical standards to occupational area
- 1.15 Apply legal standards to the occupational area
- 1.16 Demonstrate confidentiality in the occupational area
- 1.17 Demonstrate various public relations and marketing techniques
- 1.18 Identify, define and use terminology specific to the occupational area

### 2. Optometric Receptionist/Dispenser Office Skills

- 2.1 Demonstrate telephone techniques
- 2.2 Schedule appointment
- 2.3 Document messages
- 2.4 Maintain client files
- 2.5 Obtain general information from client
- 2.6 Identify types of optical insurance
- 2.7 Process insurance forms



#### 3. Selecting and Ordering Glasses

- 3.1 Analyze prescription relative to facial anatomy
- 3.2 Evaluate client's needs and desires
- 3.3 Calculate fitting measurements
- 3.4 Identify lens types
- 3.5 Select appropriate lens type
- .6 Calculate lens size and availability
- 3.7 Calculate cost
- 3.8 Order glasses

## 4. Dispensing Completed Eyeglass Prescriptions

- 4.1 Notify client when order is completed
- 4.2 Align frames
- 4.3 Adjust and fit new prescription to client
- 4.4 Train client on care of lenses

### **5. Fitting Contact Lenses**

- 5.1 Observe professional while analyzing prescription for fitting
- 5.2 Observe professional conducting trial fitting

# 6. Maintaining Supplies and Merchandise

- 6.1 Describe inventory procedures
- 6.2 Inventory stock and identify shortages
- 6.3 Order supplies/merchandise
- 6.4 Identify procedure for stocking/sharing merchandise
- 6.5 Pack goods for shipment
- 6.6 Demonstrate stocking/storing procedures
- 6.7 Identify basic stocking procedures
- 6.8 Price-mark stock

#### 7. Completing a Sale Transaction

- 7.1 Write sales slip
- 7.2 Compute sales tax
- 7.3 Compute discounts
- 7.4 Accept checks
- 7.5 Process credit card sales
- 7.6 Process special order of merchandise
- 7.7 Construct a change fund
- 7.8 Complete a cash sale

# **OPTOMETRIC/OPHTHALMOLOGY ASSISTANT continued**

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					8.	Obta	ining Produc
						8.1	Read merch
						8.2	Obtain info
						8.3	Use manufa
			9.	Prac	ticing Selling		
						9.1	Determine
						9.2	Suggest an
						9.3	Suggest pro
						9.4	Show custo
						9.5	Show custo
						9.6	Handle cus
						9.7	Explain wa
						9.8	Demonstra
					10. Preparing Merch		
						10.1	_
						10.2	
						10.3	
						10.4	
						10.5	

### ct Information

- chandise labels
- ormation from product distributors
- facturers promotional materials

### g Technique

- customer needs, wants and problems
- nd describe merchandise
- roduct substitution and additional merchandise
- omer benefits of merchandise
- comer signs of quality construction
- stomer objections
- arranties/guarantees
- ate products

# handise Displays

- splay area and merchandise for display
- inter, window and interior display case
- oint-of-sale or banner
- straighten display
- display

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